COMMUNICATION S PROCESS

Overview

- Definition of communication
- Elements of the communication process
- Cross-cultural communication
- Describe effective and active listening
- Identify deterrents to effective listening
- Identify methods of enhancing listening
- Define feedback
- Describe the reasons for giving feedback
- Describe guidelines for giving feedback
- Describe the guidelines for receiving feedback

Communication

Process by which information is exchanged between individuals through a common system of symbols, signs or behavior.

Elements of the Communication Process

- Sender
- Encode
- Message
- Receiver
- Decode
- Feedback

Styles of Communication

- **Friendly, Sociable**
- **Directive,Persuasive, Demanding, Blaming**
- **Speculative, Intuitive, Searching, Exploring, or Intellectual**
- **Disclosing, Revealing, Explicit, Responsive, Accepting, and Aware**

Cross-Cultural Communication

- Social Courtesies
- Flow of Information
- Culture
- Assertiveness
- Honesty

Effective / Active Listening

- **Effective Listening**
  - **Word meaning**

- **Active Listening**
  - **Content / Feeling**

Deterrents to Effective / Active Listening

- Assuming in advance
- Mentally criticizing
- Listening only to the facts
- Outlining everything
- Permitting the speaker to be inaudible
- Avoid technical messages
- Over-reacting
- Withdrawing attention

Elements to Effective/Active Listening

- **Content**: Subject being addressed
- **Feelings**: Emotion displayed when discussing the subject.
- **Process**: The manner the speaker delivers the subject matter
- **Clarification**: Questions asked to seek understanding

Active Listening Skills

- Check attitude and atmosphere
- Keep the channel open and avoid short circuits
- Listening requires response from listener
- Keep the door open

Methods for Improving Listening Skills

- Try to understand the intent and listen for main points.
- Listen now, clarify later.
- Concentrate on the message, not the person.
- Analyze your reactions as you listen.

Methods to Test Understanding

- Parroting
- Paraphrasing
- Clarifying

PRACTICAL EXERCISE

10 MINUTE BREAK

JOHARI Window Model

ARENA **(A)** **Things I know** **Things you know**	**BLIND SPOT** **(B)** **Things I do not know** **know** **about myself that** **you know**
FACADE **(C)** **You do not know** **that I know**	**UNKNOWN** **(D)** **Things you do not know and things I do not know**

JOHARI Window

	Known to Self	Unknown to Self
Known to Others	ARENA	BLIND SPOT
Unknown to Others	FACADE	UNKNOWN

Effective Feedback

Verbal or nonverbal communication to a person or group providing information as to how their behavior is affecting or influencing you.

Reasons for Giving & Receiving Feedback

- Personal growth
- Find out about self
- Gain insight
- Open environment

Guidelines for giving Feedback

- **Specific rather than general**
- **Focused on behavior**
- **Takes into account the needs of the receiver**
- **Solicited**
- **Sharing of information rather than advice**
- **Well timed**
- **Involves the amount of information receiver can use**
- **Checked for clear communication**
- **Evaluate not Judge**

How to give Feedback

- When the other person has indicated willingness to receive it.
- Unsolicited feedback
- Use terms that describe other's behavior with the least amount of interpretation and that accurately describes the behavior.
- Be timely

How to receive Feedback

- Be non-defensive
- Ask for more information
- Say that you do not want feedback

What to do with Feedback

- **Think about it**
- **Use it**
- **Forget it**

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